ITISS Questions and Responses
02/01/2013

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Have there been any updates to RFP… release and schedule?	The current plan is for release of the RFP by mid February, with a six week turnaround time for proposal delivery. The goal is to make selection by July, allowing for a two-month transition period, which would lend itself to a full handoff of operations by 10/01/2014 (FY14). Although we have fine tuned the RFP, nothing significant has changed.
Page limits and structure of proposals.	The RFP will have 3 main volumes, the Technical/Management, the Cost, and the Other. The Technical/Management Volume will be limited to 100 pages, with some exceptions (representative resumes). The Cost Volume is unlimited. The cost instructions request that you provide a build up of the rates, including fringe benefits and all other cost elements. The Other Volume includes past performance and other items and is not page limited. We will include a full set of the Potential SWOs, so that proposers can see what an actual work breakout would be, and thus be needed to staff on day 1 of the subcontract. We will use this information to create a market basket approach. These Potential SWOs will be evaluated as part of the cost proposal (Volume II). JPL will be evaluating proposals on an overall best value basis. For Sample SWO #1, we are looking for "representative" resumes because we anticipate that while a signifant number of incumbent staff will remain in place, the subcontractor would need to be able to fill all positions. Our goal is to see whether proposers have the right kind of personel in mind to fill these positions. We are also looking to see what type of "reach back" exists to fill those jobs, we do not want an employee to be a single point of failure. The final RFP will include a set of job descriptions (system administrator, database administrator, etc.) and a related set of six career levels that are applied to each job description. We believe these job descriptions and levels are in line with industry standard. We will be requesting three years of rates. However, if the subcontractor achieves an award-term extension, we will

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	use the first three years as a baseline for any potential additional years. JPL's goal is to ensure a smooth transition to the operations under the subcontract. The staff employed under the subcontract, including incumbent staff hired by the subcontractor, will be the subcontractor's employees, not JPL employees. The career development of this staff, therefore, becomes the responsibility of the subcontractor. Note that in the JPL environment, typically contractors and regular JPL employees blend. However, under ITISS, the goal is for the subcontractor to manage the staff/personel and for JPL to manage the subcontractor. If the subcontractor achieves efficiencies, our goal is to expand services; employees eliminated by efficiency could then be redeployed to perform other functions.
With regard to the Sample SWO #2, what price are you looking for?	JPL will not assess a proposal on the basis of the cost proposed in Sample SWO #2. Instead, JPL will assess the process used to research and present a solution. We would like to see evidence of the approach.
Should we price for travel and training?	The RFP requests information regarding your training program. It is the expectation that the subcontractor be responsible for keeping it's employees trained. Any Mission specific travel would be outside the scope and would be negotiated separately.
Hard copies, CDs, electronic deliveries?	We will request hard copies and one CD containing the electronic copy. The JPL process ensures the control of proposers' information.
Will there be an opportunity to ask questions after the final RFP is released?	Yes. The RFP will define that process.
Will there be another RFI released?	No.
In the final RFP, will evaluation criteria be included? Scoring, weighting, past performance, technical?	Yes.
Does JPL anticipate including an RFP requirement soliciting our understanding of the technical requirements?	No. This will not be part of the proposal evaluation process. We have crafted the RFP is such a way that we expect to be able to draw out that information without explicitly requesting that proposers answer a specific question. The relevant experience section is a place where a proposer could discuss specific solutions to the JPL IT challenges.
Past performance and relevant experience.	The relevant experience is part of the Technical Management section. Past performance requests that the proposer provide specific references to validate the information in the relevant experience section. We will request an estimated five past performance

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	citations; the structure of the past performance will be that we expect that work cited in relevant experience will be in the past performance references. The current plan is to request Past Performance to be submitted an estimated 3 weeks after RFP release.
As part of the approach described in your presentation, there is an aspect of discovery. There is an expectation of discovery. Is there an allowance for that? There is no mention in RFP. Is there an opportunity for discovery and fine-tuning the proposal? Is the process clear? Is it clear there is no due diligence period?	There will be no discovery necessary for the award of the basic subcontract. The SDRL item entitled "Transformation Plan" will provide the opportunity for discovery prior to the selected subcontractor proposing any movement from Time & Material to Fixed Price.
Are resumes required in the proposal?	Yes, we will request representative resumes for staff who could potentially fulfill JPL requirements.
Are you envisioning validating proposer's resources?	Proposers selected for oral discussions will be expected to validate all strengths and mitigate all weaknesses.
Evaluation process.	Initial proposal will be screened for responsiveness. All proposals deemed to be responsive will be thoroughly evaluated and scored. A competitive range will be established and those proposals that have the highest probability of success will be selected for oral discussions. There will be language in the RFP regarding a Final Proposal Revision.
Cloud. What is JPL's long-term goal with regard to moving information into the Cloud? Cloud security.	It is not simple for JPL to move operational functionality to the Cloud. Security is a big obstacle for moving to the Cloud, as JPL data is sensitive. Another obstacle is billing for cloud usage. We are also experiencing difficulty with regard to directory structure when attempting to move functionality to the Cloud. We are not looking for someone to learn how to do this on the job. We are expecting the subcontractor to bring with them expertise in this area. With regard to Cloud services, our intention is that the subcontractor could serve as a broker, rather than a builder of this capability. That is, exploring opportunities and resources, not building the capability for JPL. Note that this requires a high level of expertise and knowledge. Serving in this type of capacity should not, however, be so costly that the cost efficiencies associated with Cloud computing are eliminated.
Expected contract value.	We are looking for innovation that results in higher

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	performance.

Our goal is not to reduce work force. If we decrease the need for manpower requirement through efficiencies, our goal then is to redeploy the available staff to work to achieve other effeciencies. |
| What elements of the IT operations are you looking to turn to fixed price? | JPL does not have any preconceived ideas regarding which services or operation could be converted to fixed price. |
| Hardware/software prevalent at JPL. | Cisco, Juniper, Brocade, HP, NetIQ, Tivoli Storage Manager, REMEDY, VM Ware.

In addition, JPL implements COTS applications in JPL-specific ways as necessary to operate within the JPL environment and to support JPL's unique requirements. |
| Where does JPL use two-factor authentication? | For all mission computing and all remote access. |
| VOCA/MOVE. | This will be fully describe in the final EWS included with the RFP package. |
| Cyber security.

With regard to cyber security, what services would the subcontractor provide?

Does JPL use the NIST model for information service? | The *JPL IT Security Requirements* is an attachment to the RFP that describes our current environment. However, the JPL OCIO is funding a project to increase the security and management of mission-specific hardware and software.

Cyber security would not be a direct responsibility under the ITISS subcontract. However, the staff current performing this function might be included under the ITISS subcontract. One instance would be if there is a security threat. In this case, JPL would expect the ITISS subcontractor to make available resources as necessary to address the security threat or to handle day-to-day issues while the existing staff addresses the security threat. |
| Is cyber security of the Mission hardware/software an ITISS responsibility? | No. |
| Is JPL Interested in cyber threat intelligence? | Threat intelligence is something we are interested in. Forensic searching is mentioned in the RFP. Sources are not always too good. We don't want to redirect unnecessary efforts. Need to communicate potential threats better and share more information between agencies. There must be cross-sharing. |
| Application development. | Application development will be covered under a separate set of requests for proposals.

JPL believes that application development would be best served under a contracting vehicle that is different from ITISS. |
| What percent of overall work is institutional vs. mission? | No hard line. So much is gray. So much engineering and mission development is happening outside a traditional flight environment. Probably an estimated 60% is institutional. We have a shared infrastructure, with one |

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	network. May have bifurcation and restrictions. Same team, same group providing service. Flight network and mission and institutional share a lot of commonality. It is a shared services environment.
Classified clearance and work at JPL.	The RFP will include as an Other Factor information pertaining to security clearances. This information will not, however, be scored. Note that JPL is increasingly becoming involved in work that requires employees with security clearance.
Have you tailored ITIL appropriately?	Yes, and JUMP as well.
Would you see a benefit of housing any subcontractor personnel at a non-dedicated subcontractor facility?	JPL does not see the value of a dedicated facility. Our goal is to not have a dedicated subcontractor facility. We anticipate having the space to accommodate subcontractor staff. A dedicated facility is not a criterion by which we evaluate a proposer.
Is software license maintenance part of the ITISS subcontractor?	JPL has a mixed bag of license arrangements. For example, JPL currently maintains the Solaris license through the subcontract that will be replaced by ITISS. However, JPL staff acquire and manage software licenses through a variety of mechanisms. During the implementation of the ITISS subcontract, JPL will examine opportunities to introduce consistency and uniformity in the management of software licenses.
Are there collaboration tools for sharing information for network operations?	REMEDY is the backbone of the OCIO problem resolution system. JPL also uses Meeting Place. Support for this falls under the ITISS subcontractor. JPL also has ~100 WebEx licenses. We are also beginning the process of introducing Lync.
Will the RFP describe specific SDRLs required on the contract?	Yes, the final RFP will include a Subcontract Data Requirements List (SDRL).
Can JPL please define the terms "Operations" and "JPL IT Engineering?"	The majority of the Operations people are subcontractors (40 people). Operations personnel are responsible for the day-to-day up time of infrastructure services and fulfilling service requests around those services. IT Engineering is a combination of JPL personnel and subcontractors. The term JPL IT Engineering has been expanded to "JPL IT Sustaining Engineering", which is separate from development activities. IT Engineering is responsible for designing, testing, and implementing any changes to an operational service.

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	The JUMP process defines the change over from development to sustaining an IT function.
Please clearly define Levels 1, 2, and 3 operational support; roles and responsibilities, expectations, etc.	Level 1 is the JPL Help Desk. If the Help Desk cannot resolve the issue, that is escalated to Level 2, Operations. If Operations cannot resolve the issue, it is escalated to Level 3, IT Engineering and, potentially, to outside vendors.
How important is it for the prime subcontractor to have reach back to a large partner?	Reach back would be an important element to this effort.
What would be the success factors of a transition plan?	A successful transition plan will show that on October 1, 2013, all services will remain in place without interruption. The plan should provide details that convince the evaluation team that the subcontractor will be successful.
What is JPL's expectation regarding the process for transitioning from time and material to fixed price services?	The first step would be for the ITISS subcontractor to conduct and analysis and identify items that are candidates for transition to fixed price. JPL will then work with the ITISS subcontractor to implement appropriate and feasible transitions to fixed price. There will be an award term requirement regarding the expectation that at six months the subcontractor will make recommendations for transitioning some effort to FP. JPL will conduct an evaluation regarding the feasibility of recommendation.